

Technical Exhibit 8 GLOSSARY OF TERMINOLOGY DEFINITIONS & ACCRONYMS

Alteration. The work required to adjust internal space arrangements, support office relocations, or modify other physical characteristics of an existing real property facility so that it may be more effectively adapted to or utilized for its designated purpose; categorized as construction.

As-is Condition. The present state of any object at the time it is evaluated, given, received, or exchanged.

Building Operations Plan (BOP) A plan that describes how the facility will be operated to insure the mission is accomplished, energy management goals are set and achieved, equipment is inspected to validate the operational condition and status, and set procedures to respond to unusual or emergency conditions.

Certification Testing. The testing, by and independent firm, of fired and unfired pressure vessels, high voltage switch gear, grounding systems, fire detection and suppression systems, backflow preventers, and weight handling equipment to insure that established standards are met.

Component Part. Any part which is detachable or removable from the main body or main assembly of the item or system.

Construction. Construction is the addition, expansion, extension, alteration, or conversion of an existing real property facility. Includes demolition of facilities to be replaced, supporting utilities, roads, parking lot, equipment installed in and made a part of such facilities, related site preparation, excavation, filling, and landscaping, or other land improvements.

Contract Discrepancy Report (CDR). A report sent by the Government to the Service Provider that the Service Provider is required to complete if any element of performance under this contract is unsatisfactory based on the Acceptable Quality Level (AQL) identified in the Performance Requirements Summary (PRS). The CDR requires the Service Provider to explain to the Contracting Officer, in writing within 1 workday, why performance is unsatisfactory, how performance shall be returned to satisfactory levels, and how recurrence of the problem shall be prevented in the future.

Deficiency. An existing condition identified during the Phase-In inspection which costs \$500 or more in labor and materials to correct.

Existing Condition. A need for repair that exists prior to the start of full contract services and may be identified during the phase-in inspection.

Facility Operations. The recurring day-to-day work to keep equipment and systems in operation, preserve its useful life, or restore it to operation such that it may be utilized for its designated purpose. The intent of operation, maintenance, repair and inspection is to minimize malfunction and deterioration of equipment, ensure efficient operation, and provide an overall balance of acceptable levels of reliability at the lowest life cycle cost. Tasks include but are not limited to startup and shutdown, inspection, cleaning, lubrication, adjustment, calibration, belt and filter changes, and water treatment for all steam, condensate return, hot water, chilled water, condenser water, and process water systems.

Federal Holidays. IRS business operations will be closed on Federal holidays except for essential personnel. Holidays, which fall on Saturdays, are observed on the Friday immediately before the holiday. However, when the holiday falls on a Sunday, the subsequent Monday is observed as the holiday. Federal holidays in each calendar year are identified as follows:

- a) New Year's Day, January 1
- b) Martin Luther King's Birthday, the third Monday in January
- c) President's Day, the third Monday in February
- d) Memorial Day, the last Monday in May

- e) Independence Day, July 4
- f) Labor Day, the first Monday in September
- g) Columbus Day, the second Monday in October
- h) Veteran's Day, November 11
- i) Thanksgiving Day, the fourth Thursday in November
- j) Christmas Day, December 25

Imminent Danger. A condition that immediately threatens the loss of life or serious injury or illness of an employee.

Inactive Equipment. Equipment not currently in use that may be placed back in service during the contract performance period.

Performance Requirements Summary (PRS). A tabular summary of contract requirements itemized by work requirements, standards of performance, and acceptable quality level (AQL) that is used by the Government to assess monthly Service Provider performance. It is the primary basis for deducting for partially performed, unsatisfactorily performed, and non-performed work. The PRS is located in Attachment J-E1.

Preventive Maintenance (PM). PM consists primarily of inspection, cleaning, lubrication, adjustment, calibration, corrosion control, touch-up painting, and minor part and component replacement (e.g. filters, belts, hoses, fluids, hardware, etc.) as required to increase the reliability of equipment by minimizing malfunction, breakdown, and deterioration of equipment; and the identifying of any repairs required to bring the equipment up to the manufacturer's operating standards.

Preventive Maintenance (PM) Frequency. PM shall be performed at the following frequencies.

Weekly. To be acceptable, weekly tasks must be satisfactorily accomplished 52 times during the contract year. Work must be in accordance with the approved schedule. Failure to perform 52 monthly PM actions during the contract year or failure to meet the scheduling criteria will cause deductions to be taken in accordance with Section E.

Monthly. To be acceptable, monthly tasks must be satisfactorily accomplished 12 times during the contract year. Work must be in accordance with the approved schedule. Failure to perform 12 monthly PM actions during the contract year or failure to meet the scheduling criteria will cause deductions to be taken in accordance with Section E.

Quarterly. To be acceptable, quarterly tasks must be satisfactorily accomplished four times during the contract year. Work must be in accordance with the approved schedule. Failure to perform four quarterly tasks during the contract year or failure to meet the scheduling criteria will cause deductions to be taken in accordance with Section E.

Semi-Annual. To be acceptable, semi-annual tasks must be satisfactorily accomplished two times during the contract year. Work must be in accordance with the approved schedule. Failure to perform two semi-annual tasks during the contract year or failure to meet the scheduling criteria will cause deductions to be taken in accordance with Section E.

Annual. To be acceptable, annual tasks must be satisfactorily accomplished one time during the contract year. Work must be in accordance with the approved schedule. Failure to perform one annual task during the contract year or failure to meet the scheduling criteria will cause deductions to be taken in accordance with Section E.

Greater than Annual. To be acceptable, all greater than annual tasks must be satisfactorily accomplished during the base year unless justified to and approved by the COTR.

Project Support Work. Additional IDIQ tasks/Services ordered by the Government to support miscellaneous customer services, building repairs, and minor construction and improvements. It is also sometimes referred to as "New Work."

Quality Assurance (QA) Program. A program implemented by the Government to evaluate the output quality and responsiveness of the Service Provider to ensure that the Government receives the services for which public funds are expended. It is emphasized that the Government's quality assurance program is not a substitute for the quality control program implemented and administered by the Service Provider.

Quality Control Program (QCP). A method used by the Service Provider to evaluate the output quality and responsiveness of services rendered versus specific requirements of this contract. It includes but is not limited to routine inspections performed and documented by supervisory personnel to ensure the control of the quality of goods and services provided to the Government.

Response Time. The time allowed the Service Provider after initial notification of a work requirement to be physically on the premises at the work site with appropriate tools, equipment, and materials ready to perform the work required. Response times are designated in the appropriate paragraphs of this specification.

Service Calls Costing Less Than < \$3,000 (Paragraph 3.3.1) These types of Service Calls are brief in scope, and do not usually require detailed job planning. The first \$3,000 of all parts, labor, materials, special equipment rentals, and subcontract costs of Service Call work is included in the basic services, fixed-price portion of this contract.

Repair Service Calls Costing More Than \$3,000 (Paragraph 4.1.1) These types of Service Calls are somewhat more complex and may require significant planning. The contractor may be issued a IDIQ task order for all service calls where the total cost for parts, materials, special equipment rentals and/or subcontractor costs (excluding labor costs) exceed the threshold of \$3,000. The contractor shall be responsible for the first \$3,000 of all service call costs regardless of whether or not the service call is a IDIQ service call or not. The first \$3,000 of all parts, labor, materials, special equipment rentals, and subcontract costs of IDIQ Service Call work is included in the basic services, fixed-price portion of this contract. The contractor shall accept Government credit card payments for all service requests that cost the Government <\$3,000 as required by the COTR.

R.S. Means. A job estimating system commonly used by the construction industry developed by R.S. Means Company, Inc., which is also used by the Government for estimating cost and data for all phases of construction, maintenance, and repair cost determination.

ACRONYMS.

<u>ACRONYM</u>	<u>DEFINITION</u>
A/C	Air Conditioning
ACM	Asbestos Containing Material
AHU	Air Handling Unit
APM	Asbestos Program Manager
BDS	Building Delegations Section
BOP	Building Operations Plan
CMMS	Computerized Maintenance Management System
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative

<u>ACRONYM</u>	<u>DEFINITION</u>
D.C.	Direct Current
EPA	Environmental Protection Agency
ERC	Employee's Resource Center
G & A	General and Administrative
GSA	General Services Administration
HQ	Headquarters IRS, located in Washington, DC
HVAC	Heating, Ventilation, and Air Conditioning
IAW	In Accordance With
ID	Identification
IDIQ	Indefinite Delivery Indefinite Quantity
IRS	Internal Revenue Service
LO/TO	Lock Out/Tag Out
MCC	Motorized Control Center
MCE	Maintenance Control Equipment
MEO	Most Efficient Organization
MG	Motor Generator
MSDS	Material Safety Data Sheet
OSH	Occupational Safety and Health
OSHA	Occupational Safety and Health Agency
PDU	Power Distribution Unit
PM	Preventive Maintenance
PMNo	PM Checklist Number
POC	Point of Contact
PPE	Personal Protection Equipment
PWS	Performance Work Statement
QC	Quality Control
QCP	Quality Control Program
RCM	Refrigeration Compliance Manager
RUPS	Rotating Uninterrupted Power Supply
UPS	Uninterrupted Power Supply